



SUPPLIER FREQUENTLY ASKED QUESTIONS & HELP



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01 Frequently Asked Questions

Supplier Frequently Asked Questions (FAQ)

How much does it cost to join the Coupa Supplier Portal (CSP)?	Free of charge – There is no cost for you!
Where do I register or sign-in to the CSP?	Any supplier can join the CSP, however, to link your account with The Trade Desk you must receive an invitation. Ask your representative at The Trade Desk for assistance in getting an invitation or visit supplier.coupahost.com .
What do I do if I am locked out of the CSP?	Using two-factor authentication protects you against fraud. If you don't have your six-digit backup validation code, reach out to your contact at The Trade Desk and they can direct you to our support team.
Why don't I get the password reset emails?	Check your spam or junk folders.
Why do I get the “unauthorized or expired account” error?	The Trade Desk might have disabled a setting. Reach out to your contact to confirm if this was intentional. Request them to review your supplier record or user settings. If the issue persists, they can escalate it to Coupa support.
How do I cancel my CSP Account?	To cancel your Coupa Account with The Trade Desk, please reach out to your contact at The Trade Desk. They will be able to request your account to be deactivated.

02 Billing Addresses & Entities

The Trade Desk Billing Addresses

The Trade Desk has multiple entities globally & each have their own specific addresses.



The addresses we have listed are **NOT a shipping address.**

Physical invoices or documents **cannot be mailed to the following addresses.**

Please reference your contract or reach out to your contact at The Trade Desk to **ensure you are billing to the correct address and entity.**

The Trade Desk Billing Addresses

THE TRADE DESK ENTITY	COUNTRY	BILLING ADDRESS
The Trade Desk, Inc.	US	42 North Chestnut Street, Ventura, CA, 93001, USA
The Trade Desk Canada Inc	Canada	25th Floor, 700 Georgia Street, Vancouver, BC V7Y 1B3, Canada
The UK Trade Desk LTD	UK	10th Floor, 1 Bartholomew Close, London, EC1A 7BL
The Trade Desk France	France	La Defense, Tour Ariane, 5 Place de la Pyramide La Defense 9, 92088 Paris La Defense Cedex
The Trade Desk Spain S.L.U.	Spain	C/ Serrano, 1-4º, 28001 Madrid
The Trade Desk GmbH (Germany)	Germany	Humboldtstraße 25, c/o Warth & Klein Grant Thornton AG, 04105 Leipzig
TTD Indonesia	Indonesia	One Pacific Place Building, Lantai 15, Jl. Jenderal. Sudirman Kav. 52-53, Kel. Senayan, Kec. Kebayoran Baru, Kota Adm. Jakarta Selatan, Prov. DKI Jakarta
The Trade Desk Italy S.R.L.	Italy	Via Ceresio 7 20154 Milano, Italy
The Trade Desk Sweden	Sweden	c/o Baker & Mckenzie Advokatbyrå KB P.O. Box 180 Stockholm SE-101 23, Sweden
TTD Dubai	Dubai	Premises No. DMC-BLD05-DQ-F03-029 Third Floor, DMC5, Dubai Media City, Dubai, United Arab Emirates
The Trade Desk (Singapore) PTE. LTD.	Singapore	6001 Beach Road, #14-01, Golden Mile Tower, Singapore 199589
The Trade Desk Australia PTY LTD	Australia	Grant Thornton Australia Limited Level 17, 383 Kent Street Sydney, NSW, 2000
The Trade Desk Korea Yuhan Hosea	Korea	Level 41, Gangnam Finance Center 152 Teheran-ro, Gangnam-gu, Seoul 06236, South Korea
The Trade Desk Japan K.K.	Japan	Nihonbashi 3chome Square 11F, 3-9-1 Nihonbashi, Chuo-ku, Tokyo, Japan 103-0027 (〒103-0027東京都中央区日本橋三丁目9番1号日本橋三丁目スクエア11階)
Cui Yi Information Science and Technology (Shanghai) Co., Ltd (China)	China (Shanghai)	One Museum Place Office Building No.669 Xinzha Road, Jing'an District, Office 17F Units 05-08 Shanghai, 200041, China

THE TRADE DESK ENTITY	COUNTRY	BILLING ADDRESS
The Trade Desk Limited (Hong Kong)	Hong Kong	Suite 1207, 12/F., Tower 6, The Gateway, Harbour City, 9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong
The Trade Desk India	India	56/57, Floor-5th Plot-228, Mittal Chambers, Barrister Rajani Patel Marg, Nariman Point, Mumbai, Mumbai City, Maharashtra, India, 400021
TTD Taiwan	Taiwan	57F.-1, No. 7, Sec. 5, Xinyi Rd., Xinyi Dist., Taipei City 110, Taiwan (R.O.C.) (台北市信義區信義路5段7號57樓之1)
TTD Shenzhen	China (Shenzhen)	English: Unit 301 J347, 3/F, Haiyun Port Centre Building, No. 59 Linhai Ave, Qianhai Cooperation Zone, Shenzhen Chinese: 深圳市前海深港合作区临海大道59号海运中心口岸大楼第三层301号-J347 邮编 : 518000
TTD Thailand	Thailand	No. 252, SPE Tower, 10th Floor, Phaholyothin Road, Samsen Nai Sub-District, Phaya Thai District, Bangkok 252 252 อาคาร เอสพีอี ทาวเวอร์ SPE Tower) ชั้น10 ถนนพหลโยธิน แขวงสามเสนใน เขตพญาไท กทม. 10400

03 Invoicing Requirements

General Invoicing Requirements

The Trade Desk's standard invoice format is **PDF 'Text' Document** for non-compliant invoicing and US based suppliers.

- Invoice Date
- Invoice Description
- Invoice Number
- Service dates (when applicable)
- Full name and Address
- Amount Due
- Remittance Address
- Currency and Foreign Currency rate (when applicable)
- Supplier Bank Details
- Valid PO Number (when applicable)
- The Trade Desk Legal Entity
- Project Number or Budget ID (when applicable)
- Payment Terms
- The Trade Desk contact person

If the invoice does not contain all the required information, it will be rejected by the Accounts Payable team and returned to you.

Payments will not be made on statements, quotes, estimates or pro-forma invoices.

Invoice billing entity **MUST** match billing entity set up on the PO or as per The Trade Desk signing entity on the work order/SoW/contract.

Invoicing Requirements - APAC

Billing The Trade Desk APAC entities require the following information.

- ✓ Invoice Date
- ✓ Invoice Number
- ✓ Full name and Address
- ✓ Remittance Address
- ✓ Supplier Bank Details
- ✓ The Trade Desk Legal Entity
- ✓ Date of payment (if prepayment required)
- ✓ VAT, GST or Tax Number of The Trade Desk Entity purchasing
- ✓ VAT, GST or Tax Number of Supplier if liable for VAT, GST or Tax
- ✓ "Reverse Charge" text, when applicable
- ✓ Good or Service provided including quantity and unit price
- ✓ Net and gross amount charged
- ✓ Amount Due
- ✓ Currency and Foreign Currency rate, when applicable.
- ✓ VAT/GST or Tax amount payable and currency
- ✓ VAT/GST or Tax percentage rate applied
- ✓ Valid PO Number
- ✓ Project Number, when applicable
- ✓ The Trade Desk contact person
- ✓ Payments will not be made on statements, quotes, estimates or pro-forma invoices.

If the invoice does not contain all the required information, it will be rejected by the Accounts Payable team and returned to you.

Invoice billing entity **MUST** match billing entity set up on the PO or as per The Trade Desk signing entity on the work order/SoW/contract.

04 Additional Resources

Additional Guidance

We invite you to visit our [TTD Supplier Resources](#) webpage, where you'll discover resources designed to assist you in understanding and managing the Procure-to-Pay process with The Trade Desk. This is located within the Guides for **New Supplier Onboarding**, **Current Supplier** and **Terms & Conditions** pages.

We're committed to supporting you as you engage with us, and these resources are here to ensure your experience is smooth and productive.

Thank you for choosing to partner with The Trade Desk, and we look forward to our continued collaboration together!



Contact Resources

For Coupa Supplier Resources and Support visit:

Coupa Supplier Support Website - [Coupa Compass](#)

For questions on New Supplier Onboarding, Supplier Information Changes, Invoices, or Payment related inquires, please contact:

The Trade Desk Accounts Payable Team:

United States - ap@thetradedesk.com

Outside the United States - ap.uk@thetradedesk.com

For other questions about Coupa and support from TTD, please contact:

The Trade Desk Purchasing Team:

Global - purchasing@thetradedesk.com

For Purchase Order assistance:

Please reach out to your buyer contact at The Trade Desk.